

CITY OF BURIEN, WASHINGTON

JOB ANNOUNCEMENT

Title: Front Desk Assistant

FLSA Status: Non-Exempt

Salary: \$12.89 per hour

Dept.: Parks, Recreation, and Cultural Services

Reports to: Recreation Department Assistant

Closing Date: 10:00 a.m.; January 22, 2013

The City of Burien believes that each employee makes a significant contribution to our success. This job description is designed to outline primary duties, qualifications and job scope. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

General Position Summary

The Front Desk Assistant provides recreation program registration, customer service, and facility scheduling for the Burien Community Center.

Work Schedule

Position requires 14 hours per week. Thursdays: 3:30 – 8:30pm; Fridays: Noon-5pm; and Saturdays: 8am – Noon.

Essential Functions

- Supports and models the identified vision, values and behaviors of the organization.
- Welcomes visitors and provides information regarding the Department's services and operations.
- Collects registration fees and receipts financial transactions.
- Processes in-person and telephone recreation program registrations, including follow-up calls to participants for class cancellations, payments timelines, and other program updates.
- Schedules facility rentals.
- Resolves or refers complaints.
- Prepares facilities for use including but not limited to setting up and taking down of tables, chairs, other furniture, and program equipment.
- Inspects facility and reports maintenance and repair needs.
- Assists with implementation of necessary precautions to assure general participant safety.
- Provides clerical support.
- Runs reports.
- Checks in and, upon completion of rental, checks out rental groups.
- Opens and/or locks the facility.
- Attends to injury and incident victims; provides assistance and first aid when needed. Contacts appropriate emergency services (911) if needed.
- Other duties as assigned.

Secondary Function

- Performs light custodial work including but not limited to vacuuming, mopping, sweeping, and emptying garbage cans.
- Distributes flyers.
- Serves on and participates in various employee committees.

Job Scope

This position involves recurring work situations with occasional variations from the norm with a moderate degree of complexity. Incumbent operates from specific and definite procedures with a low level of supervision.

Interpersonal Contacts

Works with the Parks, Recreation, and Cultural Services department staff and the general public.

Specific Job Skills**Knowledge of:**

- Current office practices, procedures and systems.
- Basic composition principles, grammar and punctuation.
- Word processing, spreadsheet and database programs. Knowledge of Microsoft Word, Publisher, and Excel preferable.

Ability To:

- Provide helpful, respectful and courteous service to facility users.
- Operate standard office equipment including answering up to three (3) phone lines while dealing with in-person customers.
- Handle multiple tasks simultaneously.
- Dependable and trustworthy.
- Maintain effective relationships with others.
- Exercise discretion in confidential matters.
- Work independently with minimal supervision.
- Meet schedules and timelines.
- Recognize occupational hazards and utilize standard safety practices.
- Effectively respond to emergency situations and apply First Aid and CPR when necessary.
- Accurately interpret and apply rules, regulation, policies, and procedures.
- Occasionally work irregular hours.

Mental Abilities:

Position requires continuous decision making, interpersonal skills, customer service, use of discretion, and the ability to read, write, understand, and speak English; occasional problem analysis, negotiation, independent judgment and/or action, and creativity; and rare teamwork and performance of basic and advanced math.

Physical Abilities:

Position requires frequent sitting and hearing; occasional standing, walking, feeling, talking, stooping, sitting, fingering, handling, and repetitive motions of feet, hands and wrists; and rare bending, crawling, kneeling, and climbing. Individual must be able to push, pull, lift, and carry 25 pounds.

Education and/or Experience

High School Diploma or GED. One year experience in a similar customer service position. Knowledge of CLASS Recreation software system preferred.

Special Requirements

- Must be 21 years of age or older.
- Successful completion of pre-employment background check, including credit check.
- Valid First Aid and CPR Certification.
- Bilingual (English and Spanish) preferred.

Job Conditions

Work is performed in an office setting, which is busy, oriented to public service and subject to frequent work interruptions. The noise level is moderate. Depending upon shift, work may require

weekend and/or evening work. Hazards: May have contact with dissatisfied or abusive individuals. Responsible for opening or closing and locking the facility alone.

Adopted 010313

SELECTION PROCESS

Applicants will be evaluated on the basis of education and work experience. Highly qualified candidates may be invited to participate in interviews. Candidates may be asked to respond to supplemental questions in writing and may be asked to supply illustrative examples of work. A test may also be administered to assess relevant skills. Additional references may be requested of finalists.

TO APPLY

Applications are available on-line at www.burienwa.gov. Candidates **must submit a City of Burien employment application form, resume and cover letter** on-line or to City of Burien, Attn: Human Resources, 400 SW 152nd Street, Suite 300, Burien, WA 98166. If you need special accommodation in the application or examination process, please contact Human Resources at (206) 248-5504.

NOTICES

The City of Burien is an Equal Opportunity Employer and assures equal employment regardless of race, creed, color, ethnicity, national origin, sex, age, marital status, or presence of any sensory, mental or physical disability.

Verification of identity and United States work authorization must be completed before employment commences as required by the Immigration Reform and Control Act.

The City of Burien has a no smoking policy in all City facilities and all City vehicles.